



P.O. Box 168025  
Sacramento, CA 95816

Providing information technology services to  
California Health and Human Services Agency Departments



Arnold Schwarzenegger,  
Governor

## JOB OPPORTUNITY

**Pending DPA Approval**

**CLASSIFICATION:** Data Processing Manager II  
(Permanent, Full Time)

**POSITION LOCATION:** Health and Human Services Data Center  
Electronic Benefit Transfer (EBT) Project  
2525 Natomas Park Drive, Suite 100  
Sacramento, CA 95833

**Free Parking**

**SALARY:** \$5,206 – \$6,327

### **Duties/Responsibilities:**

Under the general direction of the Electronic Benefit Transfer (EBT) Project Director, the Systems Engineering and Operations (SE&O) Manager (Data Processing Manager II) plans, organizes, and directs maintenance and operations (M&O) activities, which include system oversight, operational oversight, change management, deficiency management, and management of the federally required California Statewide Automated Reconciliation System (SARS). The SE&O provides EBT Prime Contractor oversight and support for system operation, contract compliance, and issue-resolution activities. The SE&O works closely with the project's Quality Assurance contractors to oversee technical work performed by the EBT Prime Contractor; reviews all system design and development deliverables; assesses whether the deliverables meet contractual requirements, performance standards, and industry best practices; and recommends acceptance or revision of the deliverables to the EBT Project Director.

Responsibilities require developing and maintaining effective working relationships with a diverse group of stakeholders involved in this highly complex project environment. Stakeholders include: the federal Food and Nutrition Service, the State Legislature, the California Health and Human Services Agency, various state departments, county government (information technology departments, welfare departments), the County Welfare Directors Association, the retailer community, client advocate groups, and representatives from the banking industry.



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### **Desirable Qualifications:**

- Knowledge of team building, meeting management, and consensus decision methods to promote effective team interaction and productive meetings.
- Knowledge of California's current and planned eligibility system environment (Statewide Automated Welfare System).
- Knowledge of industry standards and best practices in the area of project lifecycle, including system design, development, and testing.
- Knowledge of systems analysis methodologies.
- Knowledge of project management principles and practices.
- Knowledge of configuration management principles and practices.
- Knowledge of systems and network concepts to diagnosis, analyze, coordinate, and resolve complex system or application problems.
- Knowledge of personnel management techniques and practices.
- General knowledge of California's human services programs.
- Knowledge and ability to build structured test plans, test script, test data and anticipated outcomes for functional and integrated testing.
- Knowledge and ability to edit the work of others effectively and provide constructive feedback.
- Knowledge and ability to keep abreast of evolving technologies that can support EBT operations at state or county levels.
- Knowledge and ability to identify project risks, develop mitigation plans and contingency action if needed.
- Ability and willingness to work effectively, patiently, and professionally with a variety of individuals of all levels (e.g., staff, customers, peers, management, contractors) in a variety of situations and with various individual styles.
- Ability to communicate in a professional and persuasive manner both verbally and in writing.
- Willingness to work after hours to meet time sensitive deadlines.
- Willingness to travel statewide as needed including overnight trips.

### **Who May Apply:**

- State employees who are at or have lateral transfer eligibility to the Data Processing Manager II classification. (If applicable, please indicate your list eligibility for this classification on your application.)



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- Persons who have list eligibility. (If applicable, please indicate you have list eligibility for this classification on your application.)
- SROA/Surplus candidates are encouraged to apply. (If applicable, please indicate on your application you are an SROA/Surplus candidate and attach a copy of your SROA/Surplus letter.)

**Inquiries regarding this position may be directed to Patricia Lower at (916) 263-1680.**

**Please reference RPA# 05-217 on your application.**

***APPLICATIONS RECEIVED WITHOUT RPA #05-217 REFERENCED WILL BE CONSIDERED INCOMPLETE AND WILL NOT BE ACCEPTED FOR THIS POSITION.***

**How to Apply:**

Submit a State of California application STD 678.

**Final Filing Date: Until Filled**

**Submit applications to:**

**Health and Human Services Data Center  
Human Resources Branch, RPA 05-217  
2525 Natomas Park Drive, Suite 100  
Sacramento, CA 95833**

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AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.